



George C. Marshall Space Flight Center
Marshall Space Flight Center, Alabama 35812

CD20-OWI-015
REVISION B
September 13, 2000

ORGANIZATIONAL WORK INSTRUCTION

CD20

Professional Intern Program

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DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		09/30/99	OWI was baselined.
REVISION	A	05/24/00	APPLICABLE DOCUMENTS. MPG 1441.1 Control of Quality Records was changed to 1440.2 MSFC Records Management Program. NPG 1441.1C Records Retention Schedule for changed to NPG 1441.1. Quality Records. Janie Moyers, the OPR for this document, Building 4200, Room 304. 1.2 Developmental program was changed to Developmental Programs. BP employees was changed to BP, and S&E employees. BP was deleted. The time required for S&E Professional Interns to achieve full job effectiveness, and decrease the six months length of time required for recent graduates with a bachelor's degree was changed to the time required for S&E Professional Interns to achieve full job effectiveness, may be decrease to six

			months length of time in Phase I. 3. Definitions. Into and the was deleted. Have was changed to has and an was added. 4.1.1 in was deleted. 4.1.2 For the Business Professional was added. 4.1.2a. Human Resources Office was changed to Employee and Organizational Development Department (CD20). C. Human Resources Office was changed to Employee and Organizational Development Department. 4.1.3 The Advisory Committee will consist of was deleted. 4.1.3 the numbering was changed. 4.1.3c PIP was added. 4.1.4 Director, Human Resources Office was changed to Employee and Organizational Development Department's PIP coordinator. 4.1.5f. At the conclusion of the final phase, an oral presentation is required was added. 4.2 Science & Engineering Intern Program was changed to Professional Intern Program for Science & Engineering Professionals. 4.2.2.1 Human Resources Office was changed to Employee and Organizational Development Department's PIP Coordinator. 4.2.2.1c Human Resources Office was changed to Employee and Organizational Development Department's PIP Coordinator. 4.2.3 The Programs and Service Branch was changed to Employee and Organizational Development Department. CM22 was changed to CD20. 4.2.3 E. At the conclusion of the final phase, an oral presentation is required was added. 4.2.4 c A 25-hour course in Developing Reading Comprehensive and Listening Skills was deleted. 4.2.5 Oral Presentation was moved to 4.2.6. 4.2.6 was changed to 4.2.7.
REVISION	B	09/13/00	4.2 was changed to Professional Intern Program for Science and Engineering Professional are employees who are entering developmental positions in NASA Classification Codes 200 or 700, but are eligible for the accelerated first phase if they are recent college graduates with BS degrees hired in NASA Classification Code 700. Also, recently graduates with Masters degrees, hired at the GS-9 level in NCC 700, may be promoted in GS-11 after 6 months of training (approved by NASA Assistant Associate Administrator on January 22, 1988).

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1. SCOPE

1.1 Scope. 1.1 Scope. The MSFC Business Professional Intern Program (BP) (NASA Classification Code 600) contains one, two, or three phases covering 12 to 54 months. Actual time in the program will be dependent upon the entry level of the BP intern and the maximum grade level of the target position. The first phase will contain a 12- to 18-month intensive development program. Upon successful completion of the first phase, the

BP intern, as required, will enter into additional phases of training, in 12- to 18-month increments, until he/she is qualified for the GS-11 level or the maximum grade level of the target position, whichever is less. Continuance in the program will be dependent upon satisfactory performance and promotion at the end of each increment.

The Scientific & Engineering Intern Program (S&E) (NASA Classification Code 200-700) contains one or two phases covering as little as 6 months or as much as 30 months. Actual time in the program will be dependent upon the entry level of the S&E intern. The first phase will contain an intensive development program of at least 6 months. If the S&E intern entered the program at the GS-7 level a second phase will be required. It will begin upon successful completion of the first phase. This phase will be at least 12 months and could be as long as 18 months, at which time he/she will qualify for the GS-11 level. Continuance in the program will be dependent upon satisfactory performance and promotion at the end of each increment. One exception to the above is the newly appointed graduate with a doctorate degree in the field of engineering or physical science who may enter the program for one 12 month phase at the GS-11 level.

1.2 Purpose. Purpose. The MSFC Business Professional (BP) Intern Program and MSFC Scientific and Engineering Intern Program (S&E) are developmental program for recently appointed college graduates in entry level S&E professional occupations and other employees who have moved into entry or intermediate level BP occupations. (Ref: 5 USC Chapter 41) The program offers a systematic approach to the development of such BP and S&E employees, thus providing a source of well-trained employees to fill journeyman level positions at the Marshall Space Flight Center.

1.3 Objectives.

Business Professional Intern Program (BP) was developed to attract (BP) Interns with excellent potential; give BP interns general background knowledge in several job specialties and specific knowledge in one specialty; assure BP interns of a systematic plan for their development and advancement; and decrease the time required for BP interns to achieve full job effectiveness.

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Scientific and Engineering (S&E) Professional Intern Program was developed to attract S&E interns with excellent potential. This program gives interns the opportunity to obtain general background knowledge in several job specialties and specific knowledge in one specialty. The Program assures Interns of a systematic plan for their development and advancement. The time required for S&E Professional Interns to achieve full job

effectiveness may be decreased to six months length of time in Phase I required for recent graduates with a bachelor's degree to be promoted to the GS-9 level and for recent graduates with a master's degree to be promoted to the GS-11 level.

2. APPLICABLE DOCUMENTS

MPG 1440.2 MSFC Records Management Program
NPG 1441.1C Records Retention Schedule
MPG 3410.1 Training

3. DEFINITIONS

Science & Engineering Professional Intern (S&E). A college graduate assigned an entry level S&E professional occupation.

Business Professional Intern (BP). A college graduate or other employee who moved into an entry or intermediate level BP occupation.

Professional Intern Program(PIP). A developmental program for S&E Professionals and Business Professionals.

4. INSTRUCTIONS.

4.1 PROFESSIONAL INTERN PROGRAM FOR BUSINESS PROFESSIONALS are employees from the following sources who are entering BP developmental positions in NASA Classification Codes 600 are eligible:

- (a) Graduating MSFC cooperative students.
- (b) College graduates or other employees entering the Federal Service through competitive procedures.
- (c) Other MSFC employees who have been selected competitively through promotion and internal placement procedures.

4.1.1 Promotion

- (a) Upon satisfactorily completing the intensive development program within the 12- to 18-month framework of each phase, BP interns will be promoted within 90 days unless constrained by events beyond MSFC management's control.

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Subsequent promotions will depend upon continued satisfactory performance, promotional opportunities, and priorities within the organization to which the BP intern is assigned.

(b) Failure to satisfactorily meet the requirements of the BP intern program will result in removal from the program at the end of the 18-month limit for any of the phases. Special effort will be made to reassign the BP intern to a position compatible with performance; however, if a reassignment cannot be made, appropriate administrative action could be taken.

(c) There are no provisions for reduction of time in grade for promotion or for waiver of placement qualifications. Therefore, no training agreement with the Office of Personnel Management is necessary.

4.1.2 Advisory Committee for the Business Professional will:

(a) Assist the immediate supervisor who will prepare an individual development plan (IDP) to cover specific training and assignments for the BP intern for the required phase or phases of the program. MSFC Forms 3593 and 3593-1 will be used for this purpose. The completed plan should be submitted to the Employee and Organizational Development Department (CD20) within 60 days after the BP intern's assignment, with the rotational assignment if required following within nine months after entry into the program

(b) Require the immediate supervisor to revise the BP intern's IDP when it is clearly in the interest of MSFC because of manpower or mission changes, or changes in the BP intern's goals, or other justifiable reasons. The revised IDP will encompass the time remaining in the BP intern's period of training.

(c) Conduct periodic conferences with the BP intern. Particular attention will be given to training or other means to strengthen the BP intern's competence and recommendations will be documented by memorandum and placed in the BP intern's progress folder maintained by the Employee and Organizational Development's PIP Coordinator.

(d) Assure that well-qualified individuals at or above the journeyman level, are selected to conduct the on-the-job instructional phases.

(e) Evaluate the BP intern's overall performance through the use of cumulative records and evidence of achievement.

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4.1.3 An Advisory Committee consisting of the following representatives will be established for each BP intern:

- (a) The laboratory/office director or deputy of the organization to which the BP intern is assigned;
- (b) The personnel management specialist who serves the organization to which the BP intern is assigned; and
- (c) The Professional Intern Program (PIP) Coordinator.
- (d) The laboratory/office director or deputy will serve as committee chairman with the other two representatives acting as advisors.

4.1.4 Performance Evaluation will be performed during the training period, BP interns are expected to maintain satisfactory performance in all work and academic phases of the program. Performance must be judged fully successful with respect to the minimum standard required for comparable work at the grade level involved, and the rate of acquisition of new knowledge and skills.

(a) At appropriate intervals, reports may be required in the BP intern's IDP regarding specific assignments. At the end of each six months, the committee chairman will obtain an evaluation report from the BP intern's supervisor. MSFC Form 3622, Professional Intern Evaluation, will be used for this purpose. The chairman will also obtain a training report from the BP intern on his/her assignments for that period. MSFC Form 3623, Intern's Report of Training, will be used for this purpose. Copies of the BP intern's six-month report and the supervisor's evaluation report will be forwarded to the Employee and Organizational Development Department's PIP Coordinator.

(b) Upon satisfactory completion of the program each BP intern will give an oral presentation of approximately one-half hour duration. The presentation will highlight what the BP intern has learned and accomplished during the program. It will be presented to the BP intern's directorate level head, all intervening supervisors between BP intern and directorate level, and other members of the advisory committee.

(c) Performance evaluations under this plan do not relieve supervisors of the responsibility of rating BP interns under NASA's "Employee Performance Communication System" and the separate ratings must be compatible.

4.1.5 Program Phases

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(a) The program will be structured as shown in the following chart and will depend on the BP intern's entry level and the grade potential of the target position. The developmental period for part-time employees will be prorated on the basis of 2,087 hours for 12 months' credit toward completion of each phase.

Entry Level	Phase I 12 to 18 months	Phase II 12 to 18 months	Phase III 12 to 18 months	Total
GS-5	X	X	X	36 to 54 months
GS-7	X	X		24 to 36 months
			(1)	
GS-9	X			12 to 18 months

Note (1): It is not meant to imply that all BP intern's positions progress to the GS-11 level. If the potential of the target position is less than GS-11, the individual's program will be tailored accordingly.

(b) Phase I will include a 12- to 18-month intensive developmental period consisting of job orientation and specialized (target position) assignments. These assignments will be supplemented by formalized training courses, reading assignments, and written reports as deemed beneficial to the BP intern's development. If the individual's program is a one or two phase program, the specialized assignments and higher responsibilities noted below will occur in Phase I or Phase II.

(c) Phases II and III may consist of job rotation assignments, and will include further specialized assignments involving increasingly higher levels of duties and responsibilities. Phases II and III will also be supplemented by selected training courses, reading assignments, and written reports as deemed beneficial to the BP intern's development.

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(d) Each BP intern, whether in the program 12 months or the full 54 months, will serve a rotational assignment in another laboratory or office, if possible and practical. This cross training assignment should give the BP intern a broader view of the Center's missions as well as broaden his/her professional capabilities. These assignments may be as long as six months or as short as a few days, depending on the nature of the training desired during the period.

(e) Each BP intern is required to successfully complete a series of courses in communication skills consisting of a 30-hour course in Conducting and Participating in Meetings; a 25-hour course in Clear Writing; and a 30-hour course in Briefing Techniques. These courses will usually be offered on a quarterly basis over a 12-week period. The BP interns must have been employed a minimum of three months before being scheduled for these courses. The approximate dates of courses will be annotated in the BP intern's IDP. Supervisors will not schedule TDY, leave, or projects for the BP intern during those weeks and will release him/her from duty for the training. BP interns also will not schedule leave during these periods and will make themselves available for the training.

(f) At the conclusion of the final phase, an oral presentation is required.

4.1.6 Waiver Of Formal Training

Waiver requests will be considered on a case-by-case basis by the Employee & Organizational Development Department. Detailed written justifications for waivers must be submitted through channels and be approved by the directorate level head. Waivers will be granted only in extremely unusual circumstances.

4.1.7 Oral Presentation

(a) At the conclusion of the final phase, an oral presentation is required.

4.1.8 Final Assignment

At the completion of the program, the BP intern's final assignment will be determined by the Directorate Head based on: (1) The preference expressed by the BP intern, (2) The recommendation of the supervisor(s) from the target position or the area of expressed preference, and (3) The needs of the Directorate.

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4.2 Professional Intern Program for Science and Engineering Professional are employees who are entering developmental positions in NASA Classification Codes 200 or 700, but are eligible for the accelerated first phase if they are recent college graduates with BS degrees hired in NASA Classification Code 700. Also, recently graduates with Masters degrees, hired at the GS-9 level in NCC 700, may be promoted in GS-11 after 6 months of training (approved by NASA Assistant Associate Administrator on January 22, 1988).

4.2.1 Promotion

(a) Upon satisfactory completion of the first 6 months of the planned development program, the S&E intern will be promoted to a GS-9 or GS-11, depending upon the entry level. The promotion will be within 90 days unless constrained by events beyond MSFC management's control. An additional phase of 12 to 18 months will be required of those who enter at the GS-7 level, in order to attain their GS-11. All promotions must have the approval of the appropriate Laboratory Director, Department Chief, or Program Manager.

(b) Failure to satisfactorily meet the requirements of the S&E intern program will result in removal from the program at the end of the 18 month limit for any of the phases. If this occurs, special effort will be made to reassign the S&E intern to a position compatible with performance; however, if a reassignment cannot be made, appropriate administrative action could be taken.

(c) There are no provisions for reduction of time in grade

for promotion except for the Accelerated Training Program for recent college graduates which was approved by NASA's Assistant Associate Administrator for Personnel and General Management on January 22, 1988.

4.2.2 An Advisory committee consisting of the following representatives will be established for each S&E intern:

- (a) The laboratory/office director or deputy of the organization to which the S&E intern is assigned.
- (b) The personnel management specialist who serves the organization to which the S&E intern is assigned.
- (c) The S&E Professional Intern Program coordinator.
- (d) The laboratory/office director or deputy will serve as committee chairman with the other two representatives acting as advisors.

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4.2.2.1 The committee will:

- (a) Assist the immediate supervisor who will prepare an individual development plan (IDP) to cover specific training and assignments for the S&E intern for the required phase or phases of the program. MSFC Forms 3593 and 3593-1 will be used for this purpose. The completed plan should be submitted to the Employee and Organizational Development Department's PIP Coordinator within 60 days after the S&E intern's assignment.
- (b) Require the immediate supervisor to revise the S&E intern's IDP when it is clearly in the interest of MSFC

because of manpower or mission changes, or changes in the S&E intern's goals, or other justifiable reasons. The revised IDP will encompass the time remaining in the S&E intern's period of training.

(c) Conduct periodic conferences with the S&E intern. Particular attention will be given to training or other means to strengthen the S&E intern's competence and recommendations will be documented by memorandum and placed in the S&E intern's progress folder maintained by the Employee and Organizational Development Department's PIP Coordinator. (d) Assure that well-qualified individuals at or above the journeyman level, are selected to conduct the on-the-job instructional phases.

(e) Evaluate the S&E intern's overall performance through the use of cumulative records and evidence of achievement.

4.2.3 Performance Evaluation

During the training period, S&E interns are expected to maintain satisfactory performance in all work and academic phases of the program. Performance must be judged fully successful with respect to the minimum standard required for comparable work at the grade level involved, and the rate of acquisition of new knowledge and skills.

(a) The S&E intern will be responsible for three progress reports. The reports will be due at the end of the second month, at the end of the fourth month, and prior to the completion of the six-month program. If a second phase is required, an additional three progress reports are due at 4, 8, and 12 months after promotion to the GS-9 level. Each of these reports will describe briefly the training sequence completed or in progress during the period covered. It will also include the S&E intern's comments concerning what has been learned and what progress has been made. MSFC Form 3623, Intern's Report of Training, will be used for this purpose.

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(b) The S&E intern will be evaluated on job and developmental activity performance throughout the training program. Evaluation reports covering the S&E intern's performance will be prepared by the immediate supervisor, reviewed by the Advisory committee, and forwarded to the Employee and Organizational Development Department, CD20, at the same time when the S&E intern submits his/her progress reports. MSFC Form 3622, Professional Intern Evaluation, will be used for this purpose.

(c) Upon satisfactory completion of the program, each S&E intern will give an oral presentation of approximately one-half hour duration. The presentation will highlight what the S&E intern has learned and accomplished during the program. It will be presented to the S&E intern's directorate level head, all intervening supervisors between the S&E intern and the directorate level, and other members of the advisory committee. The final oral presentation is not to be given until all other program requirements have been completed.

(d) Performance evaluations under this plan do not relieve supervisors of the responsibility of rating S&E interns under NASA's "Employee

Performance Communication System" and the separate ratings must be compatible.

(e) At the conclusion of the final phase, an oral presentation is required.

(a) The program will be structured as shown in the following chart and will depend on the S&E intern's entry level. The developmental period for part-time employees will be prorated on the basis of 2,087 hours for 12 months' credit toward completion of each phase.

Entry <u>Level</u>	Phase I 6 to <u>12 months</u>	Phase II 12 to <u>18 months</u>	<u>Total</u> <u>1</u>	
GS-7	X	X	X	18 to 30 months
GS-9	X			6 to 12 months
			(1)	
GS-11	X			12 to 18 months

(1) Ph.D. Level entry only

(b) Phase I:

This will consist of 2-3 months of rotational job assignments to areas where the S&E intern can gain a familiarity with and a general knowledge of duties and responsibilities in areas related to his/her target position. This will serve as a cross-training method in broadening his or her professional capabilities and will serve as an orientation to related job specialties.

The S&E intern will also be assigned 3-4 months of specialized assignments in the functional area whereby he/she will be able to gain an in-depth knowledge of the duties and responsibilities of the identified target position.

(c) Phase II:

During this phase the S&E intern will continue to gain an in-depth knowledge of the duties and responsibilities of his/her target position and have an opportunity for additional rotational assignments. At the supervisor's

option, the S&E intern may be required to perform rotational assignments in the Safety and Mission Assurance Office.

Each S&E intern is required to successfully complete a series of courses in communication skills consisting of a 30-hour

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course in Conducting And Participating In Meetings; a 25-hour course in Clear Writing; and a 30-hour course in Briefing Techniques. These courses will usually be offered on a quarterly basis over a 12-week period. The S&E interns must have been employed a minimum of three months before being scheduled for these courses. The approximate dates of courses will be annotated in the S&E intern's IDP. Supervisors will not schedule TDY, leave, or projects for the S&E intern during those weeks and will release him/her from duty for the training. S&E interns also will not schedule leave during these periods and will make themselves available for the training.

4.2.5 Waiver Of Formal Training

Waiver requests will be considered on a case-by-case basis by the Employee & Organizational Development Department. Detailed written justifications for waivers must be submitted through channels and be approved by the directorate level head.

4.2.6 Oral Presentation

At the conclusion of the final phase, an oral presentation is required.

4.2.7 Final Assignment

At the completion of the program, the S&E intern's final assignment will be determined by the Directorate Head based on: (1) The preference expressed by the intern; (2) The recommendation of the supervisors from the target position and the area of expressed preference; and (3) The needs of the Directorate.

5. NOTES

NONE

6. SAFETY PRECAUTIONS AND WARNING NOT

NONE

7. APPENDICES, DATA, REPORTS, AND FORMS

MSFC 3593

PIP Plan

MSFC 3622

Supervisory Evaluation

MSFC 3623

Employee Evaluation
Form

8. QUALITY RECORDS

Professional Intern Working Files are destroyed after 5 years.

Janie Moyers, the OPR for this Document, Building 4200, Room 304.

9. TOOLS, EQUIPMENT, AND MATERIALS

NONE

10. PERSONNEL TRAINING AND CERTIFICATION

NONE

11. FLOW DIAGRAM

NONE

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